



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2706
PHONE: (213) 974-8301 FAX: (213) 626-5427

J. TYLER McCAULEY
AUDITOR-CONTROLLER

WENDY L. WATANABE
CHIEF DEPUTY

December 5, 2007

TO: Supervisor Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – KIDS FIRST
FOUNDATION, INCORPORATED – BROAD HORIZON, HIGHLANDER
AND MID VALLEY YOUTH CENTER GROUP HOMES**

We have completed a review of Broad Horizon, Highlander and Mid Valley Youth Center Group Homes (Group Home or Agency) operated by Kids First Foundation, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Broad Horizon Group Home is a 40-bed facility, which provides care for children ages 12-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Broad Horizon Group Home was not providing services for any Los Angeles County children. Broad Horizon Group Home was providing services for two Riverside County children, two San Bernardino County children, twenty-six San Diego County children and seven privately placed children.

Highlander Group Home is a 30-bed facility, which provides care for boys ages 6-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Highlander Group Home was providing services for one Probation child, two Alameda County children, eight Riverside County children, six San Bernardino County children, eight San Diego County children, one San Mateo County child and one Santa Clara County child.

"To Enrich Lives Through Effective and Caring Service"

Mid Valley Youth Center Group Home is an 84-bed facility, which provides care for children ages 12-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Mid Valley Youth Center Group Home was providing services for fifty-three Probation children, three Alameda County children, two Orange County children, seven San Bernardino County children, two San Francisco children, two San Joaquin children, two Santa Clara County children, one Ventura County child and one privately placed child.

Mid Valley Youth Center Group Home is located in the Third District. Highlander Group Home is located in Riverside County. Broad Horizon Group Home is located in San Diego County.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

All three Group Homes need to clean or replace the carpet/floors and make repairs throughout the Group Homes.

Both Mid Valley Youth Center and Highlander Group Homes need to include input from the treatment team and the child in the development and implementation of the Needs and Services Plans, maintain current court authorizations for all children taking psychotropic medications and encourage and assist children in creating and maintaining photo albums/life books.

Highlander Group Home needs to allow all children to have private telephone calls.

Mid Valley Youth Center Group Home needs to provide all children with opportunities to participate in planning activities, provide children with the required \$50 monthly clothing allowance and opportunities to participate in selecting their own clothes.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

JTM:DC:CC:ek

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Chief Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Jana Trew, Executive Director, Kids First Foundation
Public Information Office
Audit Committee

**Kids First Foundation, Incorporated
Broad Horizon Group Home
Ramona, California 92065
License Number: 370808552
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Broad Horizon Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, the wooden bench outside cottage three is worn and the paint is peeling and the window screens are broken in cottage two.

Generally, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the carpet throughout the home is dirty and the table is chipped and the chairs are dirty in the meeting room. In the laundry room, sections of the walls are missing and the pipes are exposed.

The rooms are orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. However, in cottage one the ceiling light fixture is cracked and the bathroom floors are dirty and worn in cottages one, three and four. In cottage two, the shower tiles are worn and damaged. In cottage four, the ceilings surrounding the air conditioning vents are stained and in bathroom one, the shower wall is damaged and the shower curtain is torn. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Kids First Foundation management:

- a. Paint the wooden bench outside cottage three.**
- b. Repair the broken window screens in cottage two.**

- c. Clean the carpet throughout the home.**
- d. Replace the table and chairs in the meeting room.**
- e. Repair the walls in the laundry room.**
- f. Replace the bathroom floors in cottage one, three and four.**
- g. Replace the broken ceiling light fixture in cottage one.**
- h. Repair or replace the shower wall tile in cottage two.**
- i. Repair the ceiling surrounding the air conditioning vents throughout cottage four.**
- j. Repair the shower walls and replace the shower curtain in cottage four.**

**Kids First Foundation, Incorporated
Highlander Group Home
Riverside, California 92503
License Number: 336401070
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Highlander Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Generally, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. However, the carpet throughout the Group Home is dirty.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. However, in the Cypress unit, the bedroom closets are missing doors, the wooden bed frames are worn and the window curtains are missing in rooms six, eight and ten. In the Sequoia unit, there is water damage in the laundry room. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Kids First Foundation management:

- a. Clean the carpet throughout the home.
- b. Install bedroom closet doors.
- c. Repair the wooden bed frames.
- d. Replace missing window curtains in room six, eight and ten in the Cypress unit.

- e. Repair the water damage in the laundry room in the Sequoia unit.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: One

Comments:

The child meets the Group Home's population criteria as outlined in their Program Statement. The child was assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current, comprehensive and include short and long term goals. However, input from the treatment team and the child is not included in the development or implementation of the NSPs.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

2. Kids First Foundation management include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: One

Comments:

The child is attending school. The child is provided with educational support and resources to meet his educational needs and is progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

The child is provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: One

Comments:

The Group Home provides the child with sufficient recreational activities and leisure time. The child is provided with opportunities to participate in planning activities. The child also participates in extra-curricular, enrichment and social activities in which he has an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Documentation confirms that the child is routinely seen by the prescribing psychiatrist. However, the child does not have a current court authorization for the psychotropic medications that he is taking.

The child is informed about his psychotropic medication and is aware of his right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

3. Kids First Foundation management maintain current authorizations for children taking psychotropic medications.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: One

Comments:

The child is informed about the Group Home's policies and procedures. The child reports that he feels safe in the Group Home and is provided with appropriate staff supervision. The child expresses satisfaction with the quality of his interactions with staff and reports that the staff treats him with respect and dignity.

The child reports that he is assigned chores that are reasonable and not too demanding. The child is allowed to send and receive unopened mail and have private visitors. The child attends religious services of his choice. However, the child is not allowed to make and receive personal telephone calls.

The child reports that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The child reports satisfaction with meals and snacks.

The child receives voluntary medical, dental and psychiatric care.

Recommendation

- 4. Kids First Foundation management allow children to have private telephone conversations according to their case plan.**

VII. Clothing and Allowance**Method of assessment – Review of relevant documents and interviews****Sample size: One****Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to the child. The child is provided with opportunities to select his own clothes. Clothing provided to the child is of good quality and of sufficient quantity.

The Group Home provides the child with the required minimum weekly allowance. The child spends his allowance as he chooses.

The Group Home provides the child with adequate personal care items. However, the child is not encouraged or assisted in creating and maintaining a photo album/life book.

Recommendation

- 5. Kids First Foundation management encourage and assist all children in creating and maintaining photo albums/life books**

**Kids First Foundation, Incorporated
Mid Valley Youth Center Group Home
Van Nuys, California 91405
License Number: 191220771
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Mid Valley Youth Center Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, the front patio door is missing a handle and the patio cover is damaged.

There is adequate furniture in the Group Home. However, the common quarters are not well maintained. The floors throughout the Group Home are dirty and stained, the hallway walls have unfinished repairs and some of the ceiling tiles have holes and are warped. Additionally, most of the light fixtures throughout the home are missing covers and some of the community shower walls are damaged with holes and writing.

Overall, children's bedrooms are adequately maintained. The rooms are clean, orderly and have age-appropriate personalized decorations. There is adequate furniture and storage space. However, on the second floor, the air conditioning vent is dirty in bedroom twelve and the window curtains are worn and torn in bedrooms two, six and seven. The floors are damaged in bathrooms three and seven, there is inadequate lighting in bathrooms nine and ten and a broken toilet seat in bathroom twelve. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Kids First Foundation management:

- a. Repair the front patio door and cover.**
- b. Clean the floors throughout the home.**

- c. Complete repairs throughout the home.
- d. Repair or replace the damaged ceiling tiles.
- e. Replace the missing light fixture covers throughout the home.
- f. Repair the community showers on the first and second floors.
- g. Clean or replace the air conditioning vent in bedroom twelve on the second floor.
- h. Replace the window curtains in bedrooms two, six and seven on the second floor.
- i. Repair the bathroom floors in bedrooms three and seven on the second floor.
- j. Provide adequate bathroom lighting in bedrooms nine and ten on the second floor.
- k. Replace the bathroom toilet seat in bedroom twelve on the third floor.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current, comprehensive and include short and long term goals. However, input from the treatment team and the child is not included in the development or implementation of the NSPs.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

- 2. Kids First Foundation management include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. One child reports that he is provided with opportunities to participate in planning activities. However, the other five children report that they are not provided with opportunities to participate in planning activities.

The Group Home provides transportation to and from the activities.

Recommendation

- 3. Kids First Foundation management provide all children with sufficient opportunities to participate in planning activities.**

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, not all children have current court authorizations for the psychotropic medications that they are taking.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

- 4. Kids First Foundation management maintain current authorizations for all children taking psychotropic medications.**

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Six

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

The Group Home provides appropriate clothing and items of necessity. Clothing provided to children is of good quality and of sufficient quantity. However, the Group Home does not provide children with the required \$50 monthly clothing allowance and opportunities to select their own clothes.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendations

5. Kids First Foundation management:

- a. Provide children with the required \$50 monthly clothing allowance.**
- b. Provide children with opportunities to select their own clothes.**
- c. Encourage and assist children in creating and maintaining photo albums/life books.**



November 5, 2007

To: Candace Rhue
Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple St., Room 515-A
Los Angeles, CA 90012

From: Kent McIntyre
Kids First Foundation

RE: 2007 Auditor-Controller County of Los Angeles Corrective Action Plan

Enclosed is the Kids First Foundation Corrective Action Plan response resulting from the Auditor-Controller County of Los Angeles's recent Audit report for Broad Horizons, Highlander, and Mid Valley treatment programs. Kids First Foundation's Corrective Action Plan is indexed according to the Auditor's recommendations by corresponding site. For each corrective action response, "status," "action," and "plan" are provided.

If you should require further information or wish to discuss this submission in greater detail please contact me at 760.789.7060x102 or by electronic mailing at kent.mcintyre@uhsinc.com

On behalf of Kids First Foundation I thank you and your office for the valuable feedback and information provided within the audit report. Kids First Foundation strives to be a provider of choice for adolescent residential services and we look forward to continued collaboration with the County of Los Angeles Department of Auditor-Controller.

Respectfully,

A handwritten signature in black ink, appearing to read "E. Kent McIntyre", is written over a horizontal line.

E. Kent McIntyre,
Executive Director

**2007 Kids First Foundation
Corrective Action Plan**

Broad Horizons

Facility and Environment:

a. Broad Horizons management paint the wooden bench outside cottage three.

Status: Not implemented; in process. Anticipated completion date 11/16/07

Action: Remove chipped paint, sand and begin painting.

Plan: Dan Strametz, Director of Maintenance, is implementing the planned action. Shannon Lelakes, Associate Director, will monitor cottage benches through weekly Quality Management process wherein Director of Maintenance provides status updates. Director of Maintenance will conduct daily visual observations to ensure quality of cottage benches.

b. Broad Horizons management repair the broken window screens in cottage two.

Status: Implemented; completed 09/20/07.

Action: New window screens were installed.

Plan: Dan Strametz, Director of Maintenance, implemented the planned action. Shannon Lelakes, Associate Director, will monitor cottage window screens through weekly Quality Management process wherein Director of Maintenance provides status updates. Director of Maintenance will conduct daily visual observations to ensure quality of cottage window screens.

c. Broad Horizons management clean the carpet throughout the home.

Status: Implemented; completed 09/28/07.

Action: Clean by a professional, licensed carpet cleaning vendor.

Plan: Dan Strametz, Director of Maintenance, implemented the planned action. Shannon Lelakes, Associate Director, will monitor cottage carpets through weekly Quality Management process wherein Director of Maintenance provides status updates. Director of Maintenance will conduct daily visual observations to ensure cleanliness a general condition of cottage carpets.

d. Broad Horizons management replace the table and chairs in the meeting room.

Status: Not implemented; in process. Anticipated completion date 12/14/07.

Action: Executive table and chairs are being reviewed and bids are being taken.

Plan: Shannon Lelakes, Associate Director, is narrowing down a table and chair set to replace the facilities current one. Director of Maintenance will conduct daily visual observations to ensure care and upkeep of table and chairs set.

e. Broad Horizons management repair the sections of the walls in the laundry room.

Status: Not implemented; in process. Anticipated completion date 11/16/07.

Action: Cut plywood and fabricate to size of area. Cover area with spackle then blend with wall surface/texture and paint.

Plan: Dan Strametz, Director of Maintenance, is implementing the planned action. Shannon Lelakes, Associate Director, will monitor all facility walls through weekly Quality Management process wherein Director of Maintenance provides status updates. Director of Maintenance will have his staff conduct daily visual observations/checks of facility walls and report all areas of need.

**2007 Kids First Foundation
Corrective Action Plan**

- f. Broad Horizons management replace the bathroom floors in cottage one, three, and four.

Status: Implemented; Cottage Four, completed 09/28/07. Not implemented; Cottages One and Three are in process. Anticipated completion date 12/15/07.

Action: Flooring materials have been purchased and the process of resurfacing the bathroom floors has begun.

Plan: Dan Strametz, Director of Maintenance, has begun implementing the planned action. Shannon Lelakes, Associate Director, will monitor cottage bathroom floors through weekly Quality Management process wherein Director of Maintenance provides status updates. Director of Maintenance will conduct daily visual observations to ensure quality of cottage bathroom floors.

- g. Broad Horizons management replace the broken ceiling light fixture in cottage one.

Status: Implemented; completed 09/20/07.

Action: New light housing was installed in place of old one.

Plan: Dan Strametz, Director of Maintenance, implemented the planned action. Shannon Lelakes, Associate Director, will monitor cottage lighting through weekly Quality Management process wherein Director of Maintenance provides status updates. Director of Maintenance will conduct daily visual observations to ensure quality of cottage lighting fixtures.

- h. Broad Horizons management repair or replace the shower wall tile in cottage two.

Status: Not implemented; in process, invoice has been submitted for contract work in bathrooms one and two. Anticipated completion date 01/18/08.

Action: Tile on wall will be refinished to match bathtubs in both cottages; four total.

Two bathtubs will receive replaced liner and two will be chemically re-glazed.

Plan: Vendor has been identified and the invoice to pay for services has been requested. Upon receipt, vendor will be enlisted to begin action. Vendor has estimated two days for the completion of each bathtub. Following action completion Shannon Lelakes, Associate Director, will monitor cottage bathroom bathtubs through weekly Quality Management process wherein Director of Maintenance provides status updates. Director of Maintenance will conduct daily visual observations to ensure quality of cottage bathroom bathtubs.

- i. Broad Horizons management repair the ceiling surrounding the air conditioning vents throughout cottage four.

Status: Implemented; completed 09/20/07.

Action: Area was cleaned and painted with formulated paint for bonding ceiling surfaces.

Plan: Dan Strametz, Director of Maintenance, implemented the planned action. Shannon Lelakes, Associate Director, will monitor cottage venting systems and ceilings through weekly Quality Management process wherein Director of Maintenance provides status updates. Director of Maintenance will conduct daily visual observations to ensure quality of cottage venting systems and ceilings.

**2007 Kids First Foundation
Corrective Action Plan**

- j. Broad Horizons management repair the shower walls and replace shower curtain in bathroom one in cottage four.

Status: Implemented; shower curtain replacement completed 09/20/07. Not implemented; repair to shower wall in process. Anticipated completion date 12/15/07.

Action: Removed damaged drywall and replaced with a new piece. New drywall has been grouted and will be retextured and matched for paint color with wall.

Plan: Dan Strametz, Director of Maintenance, has begun implementing the planned action. Shannon Lelakes, Associate Director, will monitor cottage bathrooms through weekly Quality Management process wherein Director of Maintenance provides status updates. Director of Maintenance will conduct daily visual observations to ensure quality of cottage bathrooms.

Highlander Group Home

Facility and Environment:

- a. Highlander Group Home management clean the carpet throughout the home.

Status: Implemented; completed 08/27/07

Action: Vendor Inland Cleaners cleaned facility carpet.

Plan: Glen Roberston, Director of Quality Management, supervised the planned action. Michael Richey, Executive Director, will monitor facility carpet through weekly Quality Management process wherein Director of Quality Management provides status updates. Director of Quality Management will conduct daily visual observations to ensure quality cleanliness of facility's carpet.

- b. Highlander Group Home management install bedroom close doors.

Status: Not implemented; in process. Completion anticipated completion date 01/18/08.

Action: Bedroom closet doors/partitions will be installed.

Plan: Glen Roberston, Director of Quality Management, has begun implementing the planned action. Michael Richey, Executive Director, will monitor facility bedroom closet doors/partitions through weekly Quality Management process wherein Director of Quality Management provides status updates. Director of Quality Management will be provided with daily updates of closet door/partition by visual observations conducted by residential supervisors.

- c. Highlander Group Home management re-varnish the wooden bed frames.

Status: Not implemented; in process. Anticipated completion 12/01/07.

Action: Sanding is underway and near completion. Following this completion, painting will begin using a systematic rotation schedule.

Plan: Joseph Casillas, Facility Maintenance, will manage painting of wooden bed frames. Michael Richey, Executive Director, will monitor bed quality through weekly Quality Management process wherein Director of Quality Management provides status updates. Director of Quality Management will be provided with daily updates of bed quality by visual observations conducted by residential supervisors.

**2007 Kids First Foundation
Corrective Action Plan**

- d. Highlander Group Home management replace missing window curtains in room six, eight, and ten in the Cypress unit.
Status: Implemented; completed 08/31/07.
Action: New curtains were installed in all identified rooms.
Plan: Carrettal Smiley, Cypress Residential Manager, will monitor unit curtains and report out on a daily basis to Glen Robertson, Director of Quality Management. Michael Richey, Executive Director, will monitor bed quality through weekly Quality Management process wherein Director of Quality Management provides status updates.
- e. Highlander Group Home management repair water damage in the laundry room in the Sequoia unit.
Status: Implemented; completed 08/19/07.
Action: Damage was repaired and potential for further water damage was addressed by Facility Maintenance worker, Joseph Casillas.
Plan: Glen Robertson, Director of Quality Management, supervised the planned action. Michael Richey, Executive Director, will monitor facility laundry rooms through weekly Quality Management process wherein Director of Quality Management provides status updates. Director of Quality Management will conduct daily visual observations to ensure quality of facility's laundry facilities.

Program Services:

- a. Highlander Group Home management include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.
Status: Implemented; completed 08/29/07.
Action: Ed Shen, Lead Clinician, and Jackie Crastree, Clinician, incorporated child specific/directed input into current Needs and Services Plans. A system for new Needs and Services Plans has been developed to incorporate child-directed service needs.
Plan: Ed Shen, Lead Clinician, Jackie Crastree, Clinician, will conduct weekly Quality Management Audits on Needs and Services Plans. Feedback from audits will be provided to Michael Richey, Executive Director, during weekly Quality Management process.

Educational and Emancipation Services:

No recommendations for this section.

Recreation and Activities:

No recommendations for this section.

Psychotropic Medication:

- a. Highlander Group Home management maintain current authorizations for children taking psychotropic medications.
Status: Implemented; completed 08/29/07.
Action: Lori Green, Health Services Coordinator, obtained all psychotropic medication authorizations. A system has been developed ensure management of authorizations moving forward.

**2007 Kids First Foundation
Corrective Action Plan**

Plan: Lori Green, Health Services Coordinator, will continue to manage the obtainment of psychotropic medication authorizations and report out to Michael Richey, Executive Director, during weekly Quality Management process.

Personal Rights:

- a. Highlander Group Home management allow children to have private telephone conversations.

Status: Implemented; completed 08/29/07.

Action: Staff provide addition space, standing in a designated area, close enough to provide visual monitoring but at a distance to allow for great privacy during calls.

Plan: Policy and procedures will be written to ensure the maintenance of the action plan.

Period interviews with children and spot observations will be conducted by Residential Managers to ensure adherence. Feedback will be presented to Michael Richey, Executive Director, during weekly Quality Management process.

Clothing and Allowances:

- a. Highlander Group Home management encourage and assist children in creating and maintaining photo albums/life books.

Status: Not implemented; in process. Anticipated completion 12/01/07.

Action: Some children have been creating their life books. All children will be provided with an album, materials, and support for creating and maintaining a photo album/life book.

Plan: Residential Managers will monitor children to ensure that each has a life book. Residential Managers will be responsible for obtaining life books/photo albums for children as they are admitted. Periodic quality assurance checks will be done by Ed Shin, Lead Clinician, and reported out to Michael Richey, Executive Director, during weekly Quality Management process.

Mid Valley Youth Center

Facility and Environment:

- a. Mid Valley Youth Center management repair the entrance patio cover and door.

Status: Door: implemented; completed 08/25/07. Patio cover: not implemented; in process. Anticipated completion 12/14/07.

Action: Door was repaired by Carlos Gonzalez, Maintenance Supervisor. A request for patio cover repair was called into ISD. A time is being scheduled for the repair to take place.

Plan: Repairs will be monitored by Janice Boaf, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process.

- b. Mid Valley Youth Center management clean the floors throughout the home.

Status: Implemented; completed 09/30/07.

Action: All floors throughout facility were cleaned.

Plan: Carlos Gonzalez, Maintenance Supervisor, is using a two week rotation schedule for cleaning each of the facility's levels/floors. Status reports will be provided to Janice

**2007 Kids First Foundation
Corrective Action Plan**

Boafo, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process.

- c. Mid Valley Youth Center management paint unfinished patch repairs throughout the home.

Status: Implemented; completed 08/27/07.

Action: Patch repairs and painting were completed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

Plan: Repairs and work will be monitored by Janice Boafo, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process. Furthermore, preventative management practices will be managed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

- d. Mid Valley Youth Center management repair or replace the damaged ceiling tiles.

Status: Implemented; completed 08/31/07.

Action: Tiles were ordered and replaced by Carlos Gonzalez, Maintenance Supervisor, and his staff.

Plan: Repairs and work will be monitored by Janice Boafo, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process. Furthermore, preventative management practices will be managed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

- e. Mid Valley Youth Center management replace missing light fixture covers.

Status: Implemented; completed 08/31/07.

Action: Light fixtures were installed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

Plan: Repairs and work will be monitored by Janice Boafo, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process. Furthermore, preventative management practices will be managed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

- f. Mid Valley Youth Center management repair the community showers on the first and second floors.

Status: Implemented; completed by 08/22/07.

Action: Repairs were made by Carlos Gonzalez, Maintenance Supervisor, and his staff.

Plan: Repairs and work will be monitored by Janice Boafo, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process. Furthermore, preventative management practices will be managed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

- g. Mid Valley Youth Center management clean or replace the air conditioning vent in bedroom twelve on the second floor.

Status: Not implemented; in progress. Anticipated completion 10/22/07.

Action: Air conditioning vent ordered and awaiting delivery. When received, it will be installed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

**2007 Kids First Foundation
Corrective Action Plan**

Plan: This action will be monitored by Janice Boafu, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process. Furthermore, preventative management practices will be managed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

- h. Mid Valley Youth Center management replace the window curtains in bedrooms two, six, and seven on the second floor.

Status: Implemented; completion 09/07/07.

Action: Window curtains replaced by Carlos Gonzalez, Maintenance Supervisor, and his staff.

Plan: Repairs and work will be monitored by Janice Boafu, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process. Furthermore, preventative management practices will be managed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

- i. Mid Valley Youth Center management repair bathroom floors in bedrooms three and seven on the second floor.

Status: Implemented; completed 08/12/07.

Action: Bathroom floors repaired by Carlos Gonzalez, Maintenance Supervisor, and his staff.

Plan: Repairs and work will be monitored by Janice Boafu, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process. Furthermore, preventative management practices will be managed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

- j. Mid Valley Youth Center management provide adequate bathroom lighting in bedrooms nine and ten on the second floor.

Status: Implemented; completed 08/12/07.

Action: Lighting was upgraded in identified rooms by Carlos Gonzalez, Maintenance Supervisor, and his staff.

Plan: Repairs and work will be monitored by Janice Boafu, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process. Furthermore, preventative management practices will be managed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

- k. Mid Valley Youth Center management replace the bathroom toilet seat in bedroom twelve in the third floor.

Status: Implemented; completed 08/12/07.

Action: Toilet seat replaced by Carlos Gonzalez, Maintenance Supervisor.

Plan: Repairs and work will be monitored by Janice Boafu, Risk Manager, and reported out to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process. Furthermore, preventative management practices will be managed by Carlos Gonzalez, Maintenance Supervisor, and his staff.

**2007 Kids First Foundation
Corrective Action Plan**

Program Services:

- a. Mid Valley Youth Center management include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.

Status: Not implemented; in progress. Anticipated completion 10/22/07.

Action: Youth survey to be administered and collected, then specific/directed input incorporated into current Needs and Services Plans. A system for new Needs and Services Plans is being developed to incorporate child-directed service needs upon orientation and on a monthly basis throughout course of treatment.

Plan: Janice Baofo, Risk Manager, will develop the survey. Kristi Williams, Clinical Director, and the clinicians under her supervision will administer the survey and incorporate the information into the Needs and Services Plans. Peer audits will be conducted on a monthly basis with information being reported up to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process.

Educational and Emancipation Services:

No recommendations for this section.

Recreation and Activities:

- a. Mid Valley Youth Center management provide all children with sufficient opportunities to participate in planning activities.

Status: Implemented; completed 09/07/07.

Action: Resident council members conducted peer surveys on preferred activities. Results were provided to Anthony Ford, Activities Director, for implementation into the activities schedule.

Plan: The system described in the action step will continue to be done on a regular basis. The Activities Director will report out the activities schedule to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process.

Psychotropic Medication:

- a. Mid Valley Youth Center management maintain the current authorizations for all children taking psychotropic medications.

Status: Implemented; completed 10/12/07.

Action: Janice Baofo, Risk Manager, obtained all psychotropic medication authorizations. A system has been developed ensure management of authorizations moving forward.

Plan: A list of all children receiving psychotropic medications and their authorization status will be submitted to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process.

Personal Rights:

No recommendations for this section.

**2007 Kids First Foundation
Corrective Action Plan**

Clothing and Allowance:

- a. Mid Valley Youth Center management provide children with the required \$50 monthly clothing allowance.

Status: Implemented; completed 10/12/07.

Action: Upon admission and along a monthly basis from that point Mid Valley business office will establish and deposit the \$50 dollar amount into designated child's fund.

Plan: Mid Valley business office will maintain clothing allowance funds for all Mid Valley residents. Period fund audits will be conducted by Janice Baofo, Risk Manager, and Kenny Cook, Executive Director, to maintain quality assurance.

- b. Mid Valley Youth Center management provide children with opportunities to select their own clothes.

Status: Implemented; completed 09/22/07

Action: Children are taken by Mid Valley staff to shop for clothes during designated shopping outings.

Plan: Shopping outings will be scheduled in advance by Mid Valley floor supervisors coordinated with Anthony Ford, Activities Director. Rudy Sanchez, Program Manager, residents shopping logs will be maintained in the business office and provided to Kenny Cook, Executive Director, during the Mid Valley weekly Quality Management review process.

- c. Mid Valley Youth Center management encourage and assist all children in creating and maintaining photo albums/life books.

Status: Not implemented; in process. Anticipated completion 12/01/07.

Action: All children will be provided with an album, materials, and support for creating and maintaining a photo album/life book.

Plan: Residential Managers will monitor children to ensure that each has a life book. Residential Managers will be responsible for obtaining life books/photo albums for children as they are admitted. Periodic quality assurance checks will be done by Rudy Sanchez, Program Manager, and reported out to Kenny Cook, Executive Director, during weekly Quality Management process.